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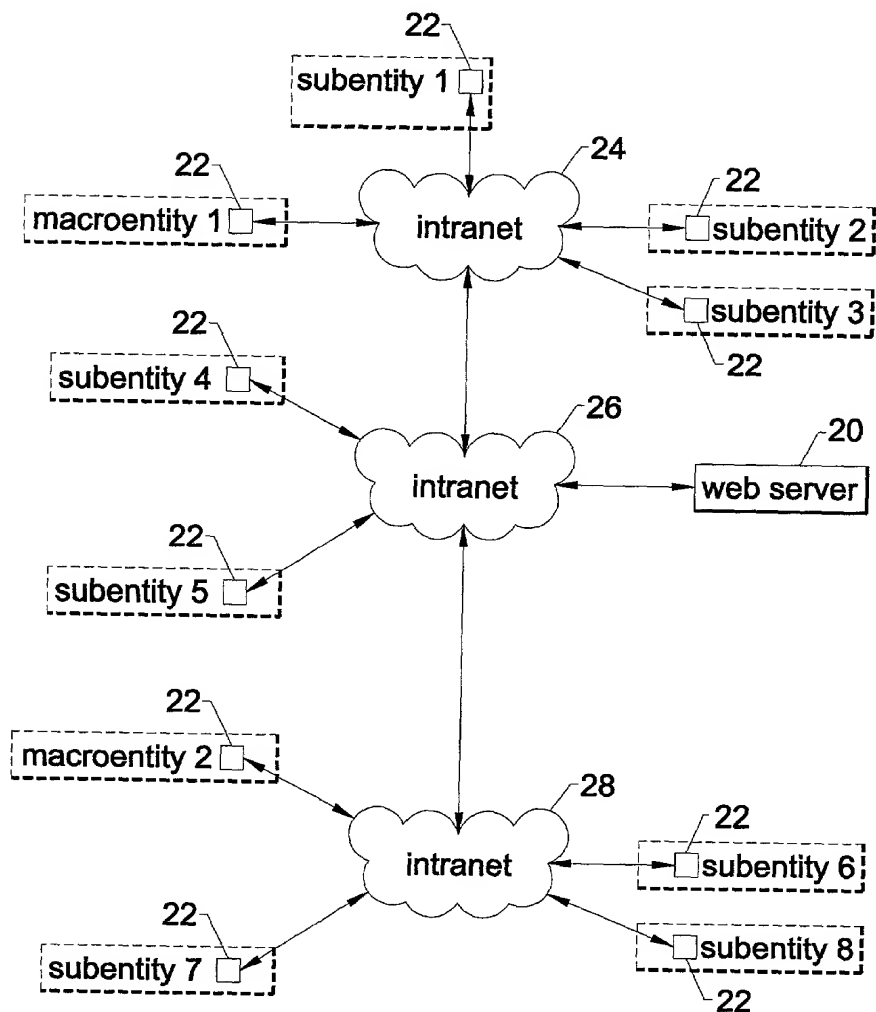


FIG. 1.

computer-readable storage medium(s) of web server(s)		
Conventional Modules	Web Site	
	Client Administration Modules	Other Modules
		Administrative Data For Macroentity Modules
		Administrative Data For Subentity Modules
	Designer / Editor Module	Data For Subentity Modules
		Administrative Data For Aggregate Accounts Module
	Security System Module	Formula Module
		Administrative Data For Groups Module
		Value Data For Group Modules
		Screen Displays Module
Calculator Modules		

FIG. 2.

Administrative Data For Macroentity Module
Information For Affiliated Subentities Module
name / address
name(s) of users and security-related right(s) of user(s), including password(s)

FIG. 3.

Information For Affiliated Subentities Module
Account 1 mapping instructions and identifier
Account 2 mapping instructions and identifier
Account 3 mapping instructions and identifier
...

FIG. 4.

Administrative Data For Subentity Module
Account Information Module and / or Macro Entity affiliation
name / address
names(s) of users and security-related right(s) of user(s), including password(s)

FIG. 5.

Data For Subentity Module			
Account Balances	Aggregate Account Values	Performance Indicator Values for Period	Performance Indicator Values for YTD
Account 1 Balance	Aggregate Account 1 Value	Performance Indicator 1 Value	Performance Indicator 1 YTD Value
Account 2 Balance	Aggregate Account 2 Value	Performance Indicator 2 Value	Performance Indicator 1 YTD Value
Account 3 Balance	Aggregate Account 3 Value	Performance Indicator 3 Value	Performance Indicator 1 YTD Value
...

FIG. 6.

Administrative Data For Aggregate Accounts Module		
Definitions For Aggregate Account 1	Definitions For Aggregate Account 2	
Identifier 1	Identifier 2	
definition for Macroentity 1 (e.g., for each Subentity affiliated with Macroentity 1, Aggregate Account 1 is the sum of Account Balances 1-2 for the Subentity)	definition for Macroentity 1 (e.g., for each Subentity affiliated with Macroentity 2, Aggregate Account 2 is the sum of Account Balances 5-8 for the Subentity)	
definition for Macroentity 2 (e.g., for each Subentity affiliated with Macroentity 2, Aggregate Account 1 is the sum of Account Balances 1-3 for the Subentity)	definition for Macroentity 2 (e.g., for each Subentity affiliated with Macroentity 2, Aggregate Account 2 is the sum of Account Balances 5-9 for the Subentity)	
definition for Macroentity 3 (e.g., for each Subentity affiliated with Macroentity 3, Aggregate Account 1 is the sum of Account Balances 2-4 for the Subentity)	definition for Macroentity 3 (e.g., for each Subentity affiliated with Macroentity 3, Aggregate Account 2 is the sum of Account Balances 7-8 for the Subentity)	
• • •	• • •	• • •

FIG. 7.

Formula Module	
Formula 1	Formula 2B
Formula Label 1	Formula Label 2
Formal Symbol 1	Formal Symbol 2
Equation 1 (includes one or more inputs selected from group including Account Balances, Aggregate Accounts and Formula Symbols, and output is Performance Indicator 1 (e.g., Performance Indicator 1 = Aggregate Account 1 Value + Aggregate Account 2 Value))	Equation 2 (includes one or more inputs selected from group including Account Balances, Aggregate Accounts and Formula Symbols, and output is Performance Indicator 2 (e.g., Performance Indicator 2 = Aggregate Account 1 Value + Aggregate Account 3 Value))
...	...

FIG. 8.

Administrative Data For Groups Module				
Group 1	Group 2	Group 3	Group 4	...
Subentity 1	Subentity 3	Subentity 1	Group 1	...
Subentity 2	Subentity5	Group 2	Group 2	...
Subentity 3				

FIG. 9.

Frame Of Reference Value Module			
Frame Of Reference Values for Performance Indicator 1		...	
for Period	for YTD
Average Value	Average Value
Minimum Value	Minimum Value
Maximum Value	Maximum Value
Sum	Sum

FIG. 10.

Rating Value Data Module for Group 2				
Performance Indicator 1		Performance Indicator 2		...
for Period	for YTD	for Period	for YTD	...
Rating Value for Subentity 3	Rating Value for Subentity 3	Rating Value for Subentity 3	Rating Value for Subentity 3	...
Rating Value for Subentity 5	Rating Value for Subentity 5	Rating Value for Subentity 5	Rating Value for Subentity 5	...

FIG. 11.

Screen Displays Module	
for Macroentity 1	for Macroentity 2
Screen Display 1A	Screen Display 2A
Screen Display 1B	Screen Display 2B
Screen Display 1C	Screen Display 2C
...	...

FIG. 12.

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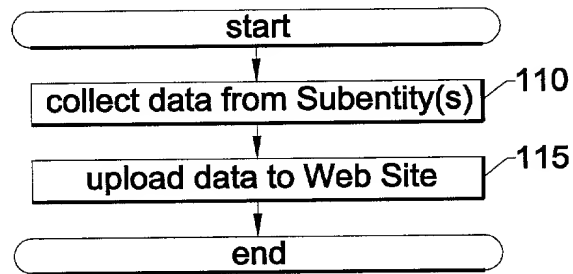


FIG. 13.

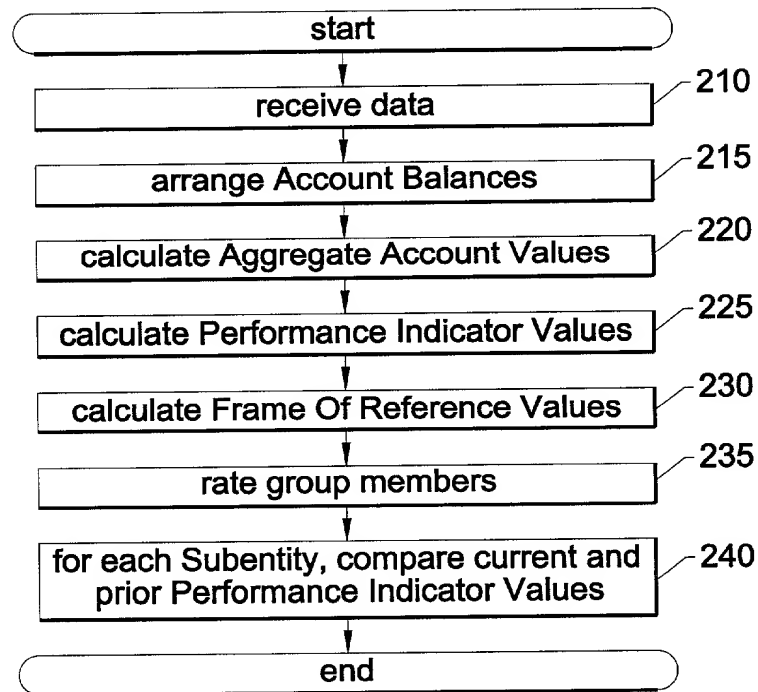


FIG. 14.

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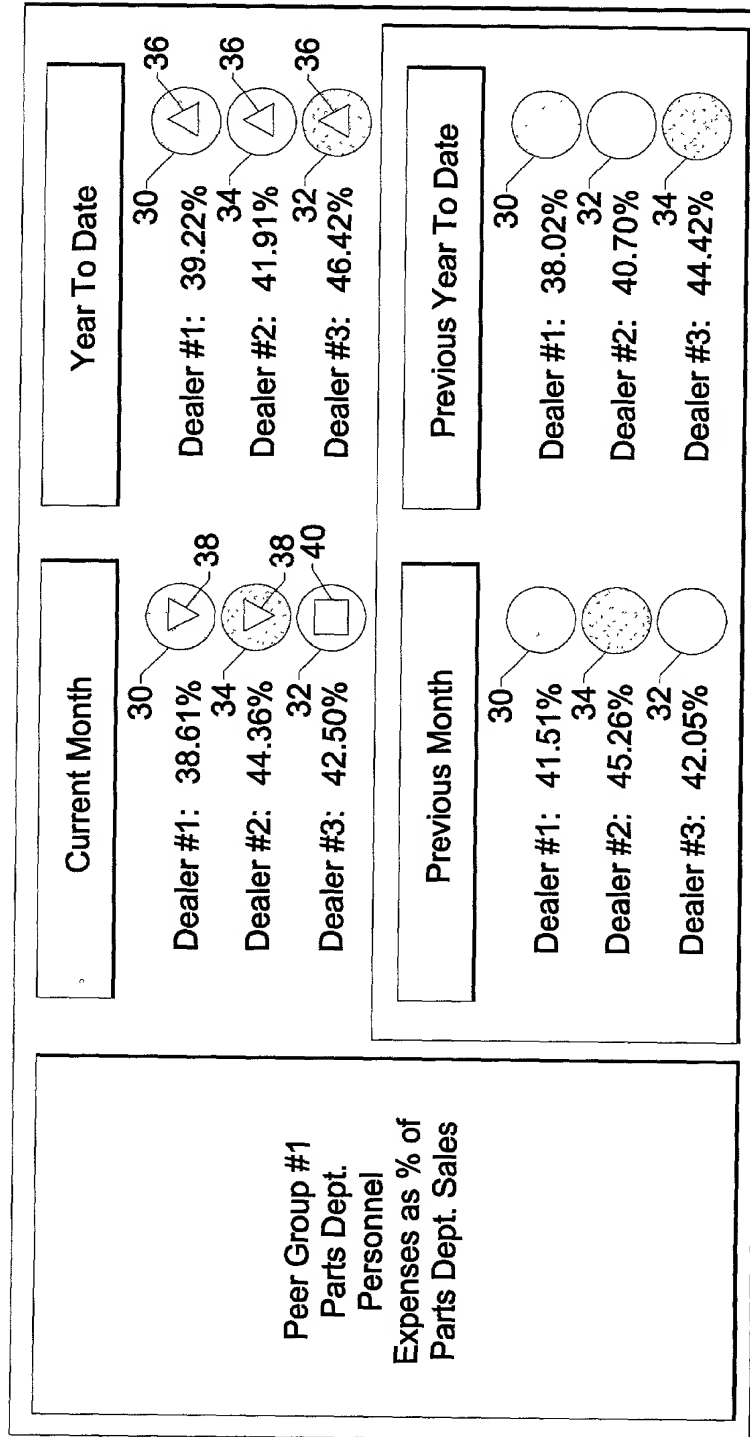


FIG. 15.

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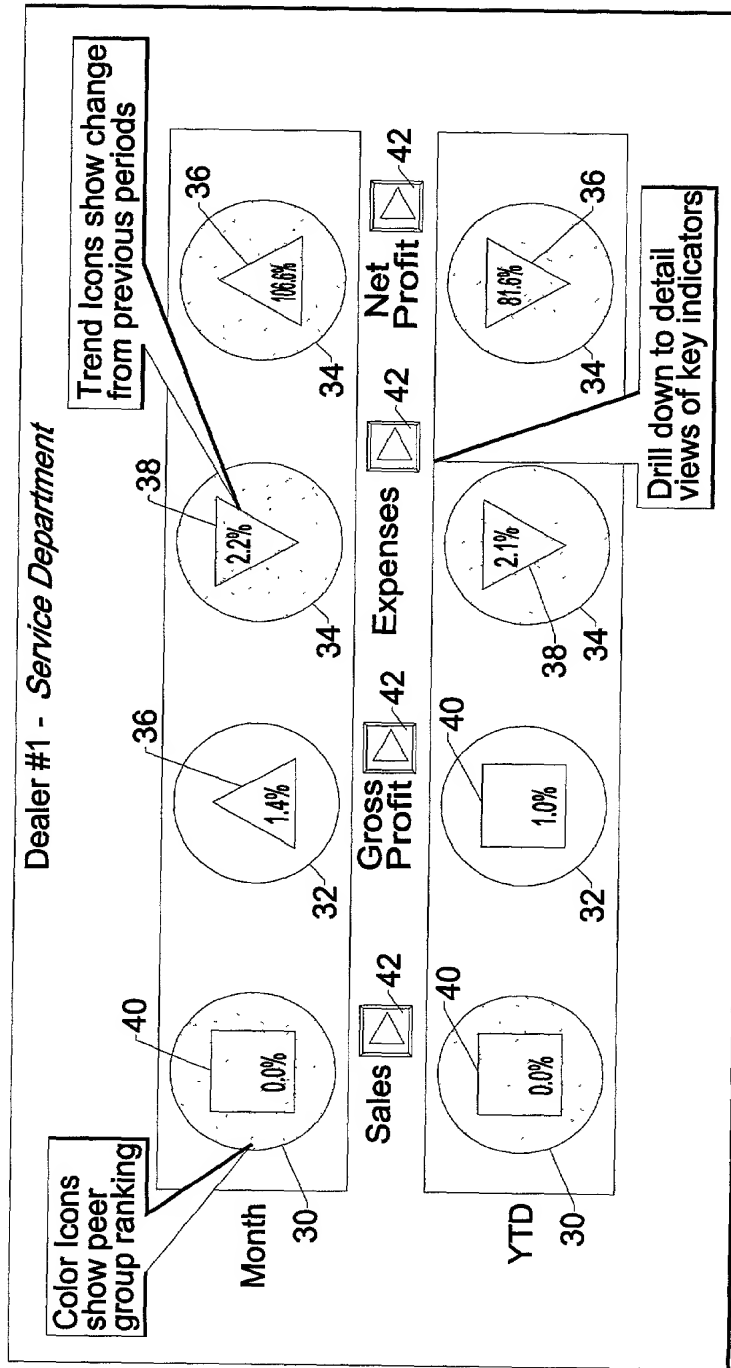


FIG. 16.

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Dealer #1 - Service Department		
Sales		
	PERCENT OF TOTAL LABOR SALES	
	Month	YTD
Customer Pay Sales:	55.96% ▾	57.00% ▾
Service Contract Sales:	.00% ▢	.00% ▢
Warranty Sales:	40.39% ▴	38.53% ▴
Internal Sales:	3.66% ▾	4.47% ▾
Performance Indicators		
Market Penetration:	22.87% ▢	24.26% ▢
Average Hrs. per Customer Pay R.O.:	3.28 ▢	3.19 ▢
Warranty Receivables as % of Warranty Slis:	191.52% ▴	170.65% ▢
Parts Sales per \$1 Labor - Customer Pay:	\$1.34 ▴	\$1.19 ▴
Parts Sales per \$1 Labor - Warranty:	\$.38 ▾	\$.55 ▾
Parts Sales per \$1 Labor - Internal:	2.52 ▾	\$2.96 ▾
Technician Efficiency:	136.10% ▢	
Shop Productivity:	73.50% ▾	

FIG. 17.

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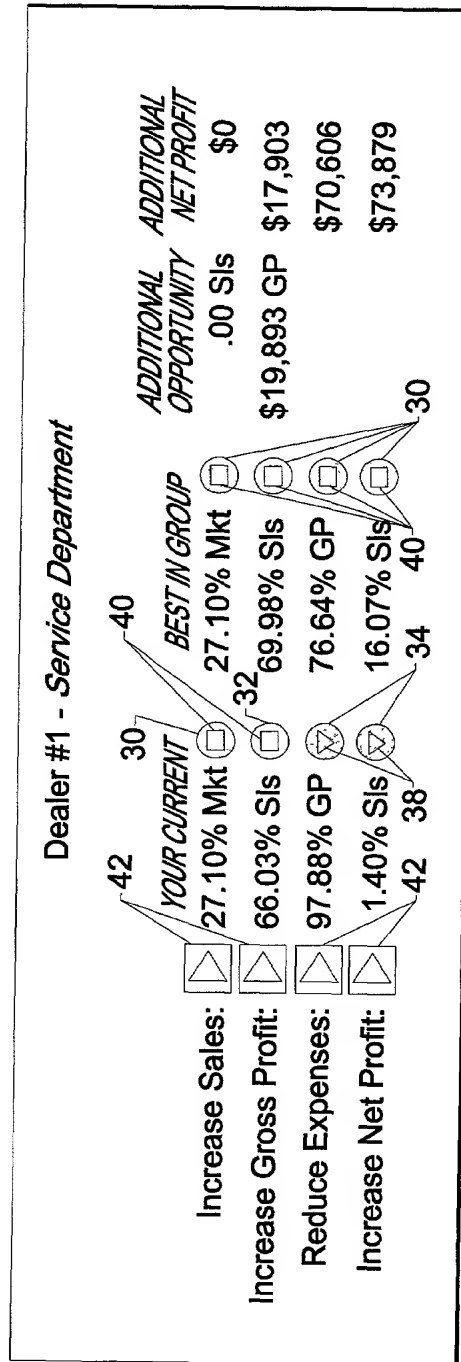


FIG. 18.

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As of 12/2000

Dealer #1 - Service Department

Reduce Semi-Fixed Expenses

Active

ACTION ITEMS

Add

Delete

Reduce Policy - Service/Parts/Body Expense as % of Total Dep

Reduce Service Loaner Vehicles Expense as % of Total Depart

Person

Tom Peterson

Resource

Notes

46

START DATE

10/01/2000

48

END DATE

12/15/2000

50

TARGET PERFORMANCE

4

52

TARGET \$ IMPROVEMENT/MO.

\$10,914.81

44

PERFORMANCE THIS MONTH

7.60%

54

\$ IMPROVEMENT THIS MONTH

\$9,411.53

62

TIME ELAPSED

START DATE PERFORMANCE

53

AVERAGE PERFORMANCE

9.34%

58

AVERAGE \$ IMPROVEMENT

\$16,650.39

64

PROGRESS TO TARGET

303469

56

TOTAL IMPROVEMENT ACHIEVED TO DATE

60

\$33,300.77

FIG. 19.

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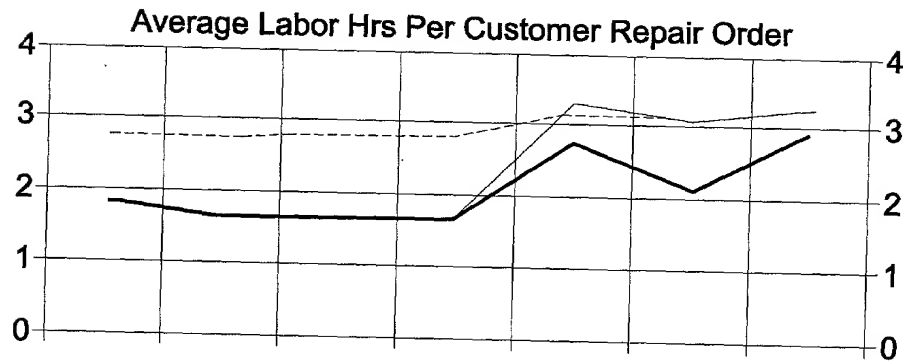


FIG. 20.